



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

## INFORMATIONAL LETTER NO. 950

**DATE:** October 1, 2010

**TO:** Iowa Medicaid Individual Consumer Directed Attendant Care (CDAC) Providers under the Home and Community Based (HCBS) Medicaid waiver program

**CC:** Waiver Case Managers

**FROM:** Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

**RE:** Non-Emergency Medical Transportation (NEMT) Services

**EFFECTIVE:** October 1, 2010

On September 1, 2010, a letter was sent to Medicaid Consumers explaining the non-emergency medical transportation (NEMT) brokerage system that will begin operation on October 1, 2010. The IME has contracted with TMS Management Group, Inc (TMS) to help satisfy Iowa Medicaid Consumer's NEMT needs; TMS will be responsible for all NEMT except for transportation that is already included in a Consumer's waiver service plan.

### What does this mean for CDAC Consumers?

- If a Consumer has transportation included in their HCBS Waiver service plan, they should continue to receive those particular transportation services through the HCBS Waiver program, just as they do now. If a Consumer has questions about their service plan, they should contact their case manager.
- If a Consumer does NOT have transportation included in their service plan, or the transportation does not cover medical care, the Consumer may make arrangements with TMS for transportation to receive Medicaid covered medical care provided by a Medicaid provider. Transportation arranged through TMS does not include transportation to employment, day programs, or for social services. To arrange transportation through TMS the Consumer should call 1-866-572-7662. TMS must be notified of the transportation need at least 72 hours in advance of the appointment. TMS began taking calls on September 20 for medical appointments scheduled on or after October 1<sup>st</sup>.

### Can CDAC providers receive NEMT reimbursement?

- If transportation for medical services is included in the provider's CDAC agreement, the CDAC provider cannot seek reimbursement for non-emergency medical transportation through TMS. Transportation arrangements will continue as defined in the CDAC agreement and CDAC providers should continue to document their service and bill their time to IME on the monthly form as they have always done.
- If transportation is NOT authorized in the Consumer's service plan and the Consumer requires transportation to a medical appointment, the Consumer's CDAC provider could provide transportation as arranged through TMS if they are otherwise able to do that. If that happens, it is important that during the time spent transporting or waiting for the Consumer while he/she is attending the medical appointment, the CDAC provider does not bill any of the time as a CDAC waiver service (in other words: service cannot be reimbursed simultaneously under both CDAC and the NEMT programs).

**How does the TMS process work?**

- TMS requires a 72 hour advance notice to approve and schedule medical trips. When the TMS staff receive a transportation request from a Consumer, they will verify that the Consumer is qualified to receive NEMT services and that the Consumer is not already authorized for transportation under the waiver program. TMS will ensure the trip meets all other requirements (a medical service covered by Medicaid and provided by a Medicaid provider) and will verify and authorize the trip, including the mode of transportation. The mode may include bus tokens, other forms of public transportation, volunteer services, or mileage reimbursement.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909 or locally (in Des Moines) at 256-4609, or e-mail at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).